



CENTRE USER GUIDE

The West of England MS Therapy Centre
Bradbury House, Wheatfield Drive,
Bradley Stoke, Bristol BS32 9DB
(Reg. Co. No. 2312916 & Reg. Charity No. 801155)

The West of England Multiple Sclerosis Therapy Centre was established in 1985 to provide therapy, support and information to people living with MS, their families and carers.

Our Vision:

The provision of a Centre for people affected by Multiple Sclerosis (MS) and other neurological conditions which enables them to have a full, meaningful and independent life.

Mission Statement:

Our mission is to provide a comprehensive range of therapies, services, counselling, current information and support for people affected by Multiple Sclerosis in the West of England in our modern premises; thereby alleviating some of their distressing symptoms and encouraging people with MS to remain fit, active and mobile for as long as possible.

NB: Oxygen Treatment as carried out at the Centre is so called to differentiate it from treatments at higher pressure.

The Chairman of Trustees is:

Mr Ken Edis

Who was a Moonstone Trustee and elected chair of The West of England MS Therapy Centre in 2013

The Centre's Responsible Person is:

Mr Keith Taylor

Who has been associated with the Centre from its inception and a Committee member since 1994

The Registered Manager is:

Mrs Doro Pasantes

Who was appointed Administrative Assistant in 2007 and Manager from January 2009

Treatments and other services available at the Centre:

Information sheets giving the range of needs intended to be met by each of these therapies follow the list of therapists.

Physiotherapy / Exercise Class
Counselling
Reflexology/Aromatherapy Massage
Acupuncture
Oxygen Treatment
Chiropody

MS Clinic with MS Nurse (North Somerset)
Spasticity Clinic
Continence Advisory Clinic
CAB Clinic
Reiki
Beautician

The West of England MS Therapy Centre

Staff at the Centre:

Doro Pasantes	Centre Manager
Alison Alderman	Administrative Assistant
Suzanne Harty	Receptionist
Natalie Pillai	Oxygen Treatment Co-ordinator
Keith Taylor	Senior Chamber Operator
Ennyd Woodman	Chamber Operator
Jan Kendall	Volunteer Chamber Operator
Jackie Uren	Volunteer Chamber Operator
Richard Weston	Volunteer Chamber Operator
Angela Ball	Volunteer Chamber Operator
Mike Huggett	Volunteer Chamber Operator
Ritchie Harrison	Volunteer Chamber Operator
Carol Haines	Finance Officer
Janet Epplestone	Fundraising Manager
Jenny Barstow	Events and Community Fundraiser

Therapists:

Mary-Jane Jones	Lead Physiotherapist
Julie Kerkin	Senior Physiotherapist
Amrik Singh Sidhu	Senior Physiotherapist
Slavka Tomlinson	Physiotherapy Assistant
Louise Britton	Physiotherapy / Care Assistant
Mary Kehoe	Volunteer Physiotherapy Assistant
	Counsellor

Therapists with Practising Privileges:

Sarah Friend	Reflexology/Aromatherapy
Sandra Arbelaez	Acupuncture
Laura Massebo	Reiki
Ashley Marks	Beautician
Wendy Manning	Chiropodist
Alisa Winder	CAB Worker
Mr Angus Graham	Spasticity Clinic
Anne Aherne	MS Clinic
Elaine Hambling	Continence Clinic

Each of our therapists holds a relevant qualification in their own specialisation and maintains registration with their professional bodies. We have many volunteers working at the Centre on a regular basis, some of whom have MS themselves, so we are truly a self-help organisation.

The West of England MS Therapy Centre

Centre Opening Times

Monday	8am	-	6.30pm
Tuesday	8am	-	5.00pm
Wednesday	8am	-	5.00pm
Thursday	9am	-	5.00pm
Friday	9am	-	4.30pm

Therapy Timetables

Oxygen Treatment

Each session lasts approximately 1 hour & 20 minutes, please allow for 2 hours at the Centre.

	Pressure 2	Pressure 3	Pressure 4
Monday	2:00pm/3.30pm	10.30am/5.00pm	12.15pm
Tuesday	10.30am	9.15am/2.00pm	12.15pm/3.45pm
Wednesday	1.30pm	10.30am/12.00am	9.00am/3.00pm
Thursday	10.30am	1.30pm	9.00/12.00am/3.00pm
Friday	9.30am	12.30pm	10.45am/2.00pm

Physiotherapy	
Monday	8am – 4.15pm
Tuesday	8am – 4.15pm
Thursday	8am – 4.15pm
Friday	9am – 4.15pm

Group exercise classes	Wednesday at 9.30am, 10.45am, 12pm. Sessions last 1 hour.
Counselling	Wednesday & Thursday 10am – 2pm.
CAB Clinic	On the second Tuesday of every month.
Continence Clinic	Every six weeks
MS Clinic	On the second Wednesday of every month
Spasticity Clinic	On the second Monday of the month
Acupuncture	Monday 2pm – 5pm / Friday 9.00am – 1.00pm
Reflexology/Aromatherapy	Monday 10:30am – 1.00pm Tuesday 09.30am – 1.00pm Thursday 09.30am – 1.00pm
Reiki	Wednesdays 9.00am – 1.00pm
Chiropody	Every six weeks
Beautician	Last Friday in the month

The West of England MS Therapy Centre

Physiotherapy

The Physiotherapy Department has four Physiotherapists, who are members of the Chartered Society of Physiotherapy, registered with the Health Professions Council and are members of the Association of Physiotherapists with a Special Interest in Neurology, and one Physiotherapy Assistant.

All physiotherapists attend courses to maintain and improve their knowledge of treatment of MS, and liaise with other Health Care Professionals within the Centre and in the NHS.

The main aims of Physiotherapy are:

- To give general advice
- To maintain and improve joint mobility
- To prevent or reduce muscle spasms
- To maintain and improve muscle power
- To maintain and improve balance and co-ordination
- To maintain and improve normal patterns of movement
- To prevent or reduce ataxia
- To maintain and improve function
- To maintain and improve general fitness

These in turn will help to prevent or reduce secondary problems.

Individual treatment sessions

Individual treatment sessions are held predominantly on Monday, Tuesday, Thursday and Friday. There are a small number of sessions available on Wednesdays. Individual treatment sessions consist of an initial assessment followed by a joint discussion between client and Physiotherapist to decide what treatment is suitable for them. Clients can attend weekly, monthly or on an as needed basis, by appointment.

Exercise Classes

Exercise classes take place each Wednesday at 9.30am, 10.45am, and 12pm. Before commencing exercise classes an individual appointment is required so that an assessment can take place to ensure that the exercise classes are suitable for the client.

The aims of the exercise classes are:-

- To maintain and improve normal patterns of movement
- To maintain and improve co-ordination
- To maintain and improve balance
- To maintain and improve general fitness
- To socialize with other people and have fun
- To relax

The exercise classes consist of:

- Exercises in sitting
- Exercises in lying
- Exercises in kneeling (if appropriate for the client)
- Exercises in standing (if appropriate for the client)
- Patterning exercises including stretches
- Relaxation

The West of England MS Therapy Centre

The physiotherapy department is well equipped and includes the following:

- Tilt table
- Passive exercise bicycles
- Parallel bars
- Standing/walking frame including Evolve-shadow and Easyglide 6000
- Balance master
- Balance trainer
- Cross trainer
- Vibro-gym
- Wii Fit

If you would like to attend for Physiotherapy, an appointment is necessary.

We would advise clients wishing to access other therapies on the same day as physiotherapy that the preferred order is as follows:

- 1) Reflexology/Aromatherapy Massage
- 2) Physiotherapy
- 3) Oxygen Treatment or Acupuncture

Oxygen Treatment

What is Oxygen Treatment?

It is increasing the **concentration** of just the **same oxygen** we breathe normally in air. A barochamber is needed to allow the pressure around the body to be increased. We all live under the pressure of the atmosphere and the extra pressure required for this treatment is small. The technology is well established as **all commercial aircraft are barochambers** equipped with oxygen breathing systems! Oxygen Treatment has a hundred year history, but doctors have only recently recognised that even where **the level of oxygen in the blood is normal there can be severe deficiency in the tissues**. Now the science is understood, this use of oxygen is expanding rapidly around the world. The treatment involves breathing pure oxygen in a chamber at 1.5 to 2 times normal atmospheric pressure for one hour at a time.

How will breathing more oxygen help?

The air that we breathe usually provides enough oxygen for both normal body metabolism and the repair of tissue damage after injury or illness. However, tissue damage or disease also involves **the blood vessels within the tissue** and this may reduce blood flow. So, just when more oxygen is needed the supply is reduced and recovery may be limited or even prevented. By increasing the concentration of oxygen in the blood more can be delivered to damaged tissue to establish **normal oxygen values** and so allow recovery to take place.

The West of England MS Therapy Centre

How does it work?

Oxygen is transported dissolved in the blood and also in combination with haemoglobin in the red blood cells. Although haemoglobin carries most of the oxygen, it is **only the dissolved oxygen that passes into the tissues**. Breathing high levels of oxygen under hyperbaric conditions dissolves more in **all of the body fluids** and so more can reach areas where the circulation is diminished or blocked and so improve recovery. The extra oxygen has additional benefits because it greatly enhances the ability of white blood cells to kill bacteria. It also reduces swelling and allows new blood vessels to grow more rapidly into the affected areas.

What are the treatments like?

This is simple, non-invasive and painless treatment which most patients find pleasurable and relaxing. You will be treated in a comfortable purpose built chamber by trained staff. The treatment is in three phases:

- 1) Compression: After the door is closed, there will be some noise as the pressure increases. It will get warmer and you will feel fullness in your ears, like descending in an aeroplane. You will have been taught how to avoid discomfort by clearing or equalising your ears. If you develop any discomfort inform the operator and the rate of compression can be reduced or halted.
- 2) Treatment: The treatment begins when the pressure reaches the prescribed. You may then rest, read, or listen to music.
- 3) Decompression: The operator will let you know when the treatment is complete and the pressure will be lowered slowly, at a comfortable rate for your ears.

In the chamber wear comfortable clothes. **No smoking materials, matches or lighters are allowed in the chamber. Check with the operator if you want to take any particular item into the chamber.**

Note: The chamber can be decompressed quickly and safely at any time during the session if necessary. When breathing oxygen you cannot suffer decompression sickness.

A special note on how to clear your ears:

As soon as the pressure increases in the chamber, you will need to start making your ears “pop”. There are several ways to do this, and the operator will help you to discover the method that suits you best. Usually, the easiest way to clear the ears is to swallow. Some find blowing their nose whilst holding it and the mouth closed is also successful. Alternatively you can try moving your lower jaw from side to side, then in and out. It is helpful to have a small drink of water available during your session.

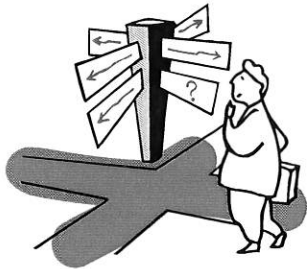
Do not worry if you cannot at first effectively clear or pop your ears, but **let the operator know straight away** and they will be able to stop or slow the compression and offer advice.

Counselling

The emotional effects of MS can be difficult not only for the person diagnosed, but also for their family and friends. There are times in all our lives when we need more than anything to be listened to. We may be facing a crisis, feeling stressed, or unable to cope, feeling depressed, anxious, confused or just need to sort through some of our feelings in order to make decisions.

Counsellors are trained to listen attentively and sensitively to your concerns. They will seek to understand and support you through the difficulties you are facing. Counselling offers the opportunity to talk through your feelings and problems, confidentially, with someone who will not respond in a judgmental or critical way, no matter what you may be experiencing, and no matter how disturbing or distressing your feelings may be.

Counselling is available not only for anyone diagnosed with MS, but also for their families and carers. Counselling sessions usually last for one hour and you and your Counsellor will decide together how often to meet and for how many sessions.



Reflexology

Reflexology works by unblocking energy pathways and rebalancing the energy flow within the body. It stimulates the body's own healing mechanism. For MS it is particularly good for:

- Improving circulation and energy levels
- Relaxing muscles and reducing spasms
- Alleviating stiffness and reducing pain
- Improving bladder functions

Aromatherapy

Aromatherapy is a treatment using essential oils extracted from various parts of trees and plants. Massage is the most common form of administering the oils, simply because it is the most effective. For treating symptoms of Multiple Sclerosis it is particularly good for:

- Alleviating aches and pains
- Relaxing muscles
- Reducing stiffness
- Improving circulation
- Promoting a sense of wellbeing



Acupuncture and Multiple Sclerosis

Acupuncture has been practised in this country since as long ago as 1835, however very little was known about the theory of Traditional Chinese Medicine (TCM) outside of China. It was not until China opened its doors to the west just a few decades ago that it was used fully in the west.

Acupuncture has been used with MS in this country since the 1970's and has gained a good reputation for stabilising and improving the symptoms associated with the disease. In recent years, research and modern Acupuncture techniques have been able to get further improvements, which are well documented.

TCM treats the patient in a holistic way that is say it treats the person as an individual on a physical, emotional and spiritual level. One person's experience of having MS may be very different to another's, this means that their acupuncture treatments would differ, so that the most appropriate treatment for that individual would be given.

TCM recognises four stages of MS ranging from stage 1 where there are no current symptoms to stage four where the most severe symptoms are experienced, below are some of the symptoms that are experienced at these different stages.

Stage 1

This stage is where a diagnosis has been given following an attack, but at present there are no symptoms.

Stage 2

This stage is known as a superficial obstruction of the acupuncture channels known as Meridians. Symptoms at this stage have a rapid onset and usually affect a localised area, with symptoms such as; numbness or heaviness of the limbs, body temperature changes, poor balance, visual disturbance and sometimes migraines and nausea. When treating the patient with acupuncture at stage 2 the aim is to return their condition back to stage 1.

Stage 3

After stage 2 has continued for sometime, the energetic function of two different organs may start to become impaired (this is not the same as organ disease in western medicine). The first organ weakness causes digestive problems with symptoms such as; poor appetite, bloating after eating, tiredness and fatigue, pale complexion, loose stools or constipation, and further problems with walking and balance. The second organ involved causes further visual problems which are worse for stress or fatigue, muscular cramps, stiffness, spasticity and mild tremors, again treatment at this stage is aimed at returning the person back to stage 2.

Stage 4

At this stage the organ involved controls ageing, urinary and sexual function, and temperature is often affected with the person becoming hot or cold or occasionally a mixture of both.

When treating patients at this stage again the aim is to take them back to stage 3 and in my experience urination is usually the first thing to improve in patients at stage 4.

The West of England MS Therapy Centre

Consultation with Members/Centre Users

The following arrangements exist for consultation with members/users about the operation of the Centre:

- We welcome suggestions and ideas – this is your Centre! Please contact the Centre Manager with any ideas you may have, use the Suggestion Box in the reception area or contact any of the Trustees.
- The Centre's Trustees (the officers of the Charity and members of the Board of Trustees) are elected annually from the membership by the Centre's members at the Annual general Meeting. A number of the Trustees are people with MS who attend the Centre regularly for therapy and are in frequent contact with a wide variety of patients. Some other Trustees are partners/carers of people with MS who also attend the Centre frequently and are in contact with other Centre users.
- A survey is taken from time to time to consult with Members and obtain comments on the operation of the Centre. The returned forms are anonymous. A summary of the comments made is given to the Chair of Trustees and placed on the noticeboard to inform Members.
- Members have the right to access any of their own personal records held at the Centre in accordance with the Data Protection Act.
- Should anyone have the misfortune to collapse while on the premises, staff trained in first aid will assist them until medical assistance arrives. If this does not comply with your wishes, please inform the Centre Manager.
- If required we have access to a translating and interpreting service – please ask the Manager for details.

Respecting the Privacy and Dignity of Centre Users

It is important in the nature of the services provided that all the Centre's staff members are aware of the importance of respecting its member privacy and dignity at all times. Specific arrangements include:

Private consulting rooms are available when either the member or the therapist requests them.

Information obtained as part of the therapist's assessments is treated confidentially and not given to anyone without the member's permission.

The Member's condition and/or treatment will not be discussed with other healthcare professionals (either within The Centre or externally) without the Members permission. Where this is granted suitable records will be kept.

Member's records are subject to the Data Protection Act and are kept in locked filing cabinets or secure computer systems.

Arrangements for Dealing with Complaints by Centre Users

Written policies are in place to ensure that the privacy and dignity of Centre members is maintained. Private individual therapy rooms are available for confidential meetings. The Centre's objective is to resolve any issues promptly and with justice, while ensuring that the complaint is thoroughly investigated by a responsible person prior to its resolution.

1. Any member of the Centre, or a member's carer or personal representative, having a complaint about any aspect of the Centre's operations or staff should in the first instance refer the complaint informally to a senior member of staff who will try to resolve the problem immediately. If this is not possible, the complaint will be referred to a member of the Management Committee (Trustees). The Management Committee member will:
 - a) Within 2 working days of receipt of the complaint acknowledge it in writing.
 - b) Advise the Chair of Trustees of the complaint
 - c) Consult with the Chair of Trustees as to the manner in which the complaint should be investigated and resolved. The Management Committee member or the Chair of Trustees, as appropriate, will conduct any necessary investigation and provide the complainant with a full response in writing within 20 days of receipt of the complaint. If the investigation is still in progress at that time, the complainant will be given a letter explaining the reason for the delay, and a full response in writing will be given within 5 days of a conclusion being reached.
2. If the complainant is dissatisfied with the proposed resolution of the complaint, he or she may refer the matter in writing to the whole Management Committee. It will be considered at its next scheduled meeting – or at the discretion of the Chair of the Trustees, at an extraordinary meeting called for the purpose of considering the complaint. Such a meeting will include the right to make a personal representation by a) the complainant and b) the person or persons in respect of whom the complaint has been made. The resolution by majority vote of the complaint by a properly convened and quorate meeting of the Trustees will be communicated in writing to the complainant within 5 days of the meeting having taken place.
3. A reference copy of the Complaints procedure is to be kept by the Centre Manager and is to be made available on request.
4. Where requested, the complainant and/or family members will be given support by a mutually acceptable centre member in using the procedure.

The West of England MS Therapy Centre

Bradbury House, Wheatfield Drive,
Bradley Stoke, BS32 9DB
Tel: 01454 20 16 86
email: info@mstherapybristol.org.uk
web: www.mstherapybristol.org.uk

STRICTLY CONFIDENTIAL



GENERAL PRACTITIONER NOTIFICATION FORM

Your patient has applied to this Centre for therapy. We would be most grateful if you could complete the form below and return it to us along with confirmation of your patients diagnosis and any other information you think we should be made aware of.

I acknowledge receipt of your notification that my patient can request to take part in any of the following therapies at your Centre. **Oxygen Treatment, Physiotherapy, Counselling, Reflexology, Aromatherapy, Acupuncture**

Title		Full Name	
Address			
D.O.B.			

Diagnosis/any other information and comments: -

I understand that this note is not a referral and does not indicate an endorsement of the treatments available.

Signed..... Date.....

Name of G.P. (please print).....

Practice Stamp

Please note that should you wish to discuss your patient's suitability for oxygen treatment or discuss the treatment itself in more detail, you can contact our honorary medical advisor Prof. Philip James, Emeritus Professor of Medicine, University of Dundee, Consultant in Hyperbaric Medicine. E-mail: oxygeninfo@btconnect.com or tel: 0844 888 7990.

N.B. There are over 60 MS Therapy Centres in the UK and Ireland operating on a charitable basis to offer advice, information and a range of therapies to MS sufferers. The first centre was established in 1982 and in excess of 2 million oxygen sessions have been provided without significant incident. This treatment is supported by controlled trials. For more info see www.ms-selfhelp.org

Although the centres operate primarily for the benefit of MS patients, most are able to offer their oxygen chamber facilities for the treatment of other conditions. (If you would like further information in this respect, please do not hesitate to contact the Centre 01454 20 16 86).



Membership Form – 2013

What does it mean to be a member of the MS Centre?

Every member of the Centre should agree with the following statements:-

- I recognise that the Centre is based on the principle of self-help, and exists to provide the therapies we decide are of benefit to us.
- I recognise that it is a charity run by trustees, for the benefit of its members, and people living with MS and others who can benefit from its services.
- I recognise that it is not part of the NHS and that it does not receive support from the NHS or from any other Government or local authority sources.
- I recognise that we the members have to help raise about £400,000 per year to provide the therapies and support we value.
- In the event of the Company being wound up I agree to pay a sum not exceeding £1 towards any outstanding debts, in accordance with the Company's regulations.
- I recognise it's part of my responsibility under the principle of self-help to do whatever I can to raise funds for the charity and therefore agree to donate the sum of £ _____ per month (please complete a gift aid certificate if applicable).

I wish to become a member/renew my membership of The West of England MS Therapy Centre Limited

Signature:

Date:

Membership Fee: **£20.00**

I wish to pay by cheque/cash/standing order (delete as appropriate)

Standing orders can be set up directly with your bank either online or in branch our form is attached for your use.

I would like to make a donation of £

(If you are a UK tax payer a Gift Aid Form is included)

I am willing to help with store collections. (Please delete as appropriate)

Yes/No

I am happy for my photograph to be taken and used. (Please delete as appropriate)

Yes/No

I am happy for any correspondence to be by Email. (Please delete as appropriate)

Yes/No

If you supply your email address we will assume it is ok to contact you this way.

Name:.....

Address:.....

.....

Postcode:.....

Please make cheques payable to MS Therapy Centre

Tel No:.....

Email:.....

Signature:.....

Date:.....

OFFICE USE ONLY	Date	Staff Initials
Subscription received		
Donation received		
Membership card issued		
Entered on computer		

Standing Order Form to Bank

Please take or send this form to your bank to set up a standing order and return the standing order notification to us and a gift aid signature if applicable.

For the attention of the Bank Manager

Name of Bank: _____

Address of Bank: _____

Sort Code: _____

I would like to make a regular donation of £ to The West of England

MS Therapy Centre from the of 20 and every

Month/quarter/year on the same day thereafter.

Account Name:- **Multiple Sclerosis Centre (Bristol) Ltd**Bank Account No:- **10133159** Sort Code:- **20-94-74**

Account Holder Name: _____

Bank Account Number: _____

Sort Code: _____

Signed: _____**Date:** _____**Standing Order Notification to Centre**

Please complete this form and send it to: -

The West of England MS Therapy Centre

Bradbury House

Wheatfield Drive

Bradley Stoke

BS32 9DB

I have arranged a standing order donation to be paid to The West of England MS

Therapy Centre towards £ Oxygen, £ Physiotherapy,

£ Counselling, £ Exercise Class, £ General Donation

on the day of each month / quarter / year.

Name: _____

Address: _____

_____ Postcode: _____

Please treat as Gift Aid donations all qualifying gifts of money made:

Today ☐ In the past 4 years ☐ In the future ☐ *giftaid it*
Please tick all boxes you wish to apply.

I confirm I have paid or will pay an amount of Income Tax and/or Capital Gains Tax for each tax year (6 April to 5 April) that is at least equal to the amount of tax that all the charities or Community Amateur Sports Clubs (CASCs) that I donate to will reclaim on my gifts for that tax year. I understand that other taxes such as VAT and Council Tax do not qualify. I understand the charity will reclaim 28p of tax on every £1 that I gave up to 5 April 2008 and will reclaim 25p of tax on every £1 that I give on or after 6 April 2008.

Signed: _____ **Date:** _____

Please notify the charity in writing if you:- Want to cancel this declaration, change your name and address or you no longer pay sufficient tax on your income and/or capital gains.

If you pay income tax at a higher rate, you must declare all gift aid donations on your self-assessment tax return, if you want the additional tax relief due to you.



Therapy Centre Treatments 2013

Centre Opening Times

Monday 9am - 6:30pm

Tuesday – Thursday 9am - 5pm

Friday 9am - 4:30pm

Bradbury House, Wheatfield Drive,
Bradley Stoke, Bristol, BS32 9DB
Tel: 01454 201 686
email: info@mstherapybristol.org.uk
web: www.mstherapybristol.org.uk

The services and treatments below are available to registered Centre Members. The Centre raises money independently to cover the cost of providing these. We encourage all Centre Members who are able to do so to donate generously to keep these services running.

Neuro-Physiotherapy

Individual Appointments -30 minutes – weekly/fortnightly appointments available Mon/Tues/Thurs/Fri subject to availability.
(SD £15 – £45)

Lead Physiotherapist: **Mary Jane Jones**
Senior Physiotherapists: **Amrik Singh Sidhu** and **Julie Kerkin**. Physiotherapy Assistants: **Slavka Tomlinson** and **Louise Britton**

Please enquire at reception for appointment availability or call the main switchboard number 01454 201 686

Oxygen Treatment

Natalie Pillai – Oxygen Treatment Coordinator
Available 5 days a week Monday to Friday at pressures 1.5ata, 1.75ata and 2ata absolute.
(normal atmospheric pressure = 1ata).

This treatment last approximately 1.5hrs.

Centre Users with neurological conditions
Saturation (15 sessions) **(SD £105 - £150)**
Individual Sessions **(SD £10- £20)**

For non-neurological conditions eg: Cancer, Diabetes
Saturation (20 sessions) **(SD £200 - £250)**
Individual Sessions **(SD £10 - £20)**

Group Exercise

Available on Wednesdays to clients with MS
(SD £5 - £8)

Yoga

Available on Thursdays from September 2013 to clients with MS **(SD £5)**

People with other neurological conditions please speak to physiotherapy department for exercise availability.

Counselling

Individual counselling sessions available
1hr appointments on Wednesdays/Thursdays from September 2013 **(SD £10- £30)**

SD = Suggested Donation

**Please consider making a donation for any appointment cancelled with less than 24hrs notice.
During 2012 these totalled 1,800 cancellations and equate to lost donations of £16,000**

Musculo-Skeletal and Neuro-Physiotherapy

For non MS clients and carers can access physiotherapy through the **Bristol Therapy Centre Ltd.**

Initial Assessment - 1hr - **£55**
Neuro 45min sessions - **£45**
Musculo-Skeletal 30min sessions - **£40**

Please call Amrik Singh Sidhu
MCSP. MSc. BSc(Hons) Physiotherapy
on 01454 628 730 for availability and bookings

Oxygen Treatment for Sports Injuries

(From July 2013)

Oxygen Treatment can be accessed through the **Bristol Therapy Centre Ltd.**

Course of 20 sessions **£600**
(10% discount available for payment in advance)
Further weekly sessions **£35** per session

Please call:
Natalie Pillai – Oxygen Treatment Coordinator
for availability and bookings on 01454 201 686

The services and treatments below are available to registered Centre Users and may be limited to people with MS or to people who live within a certain catchment area due to funding restrictions.

Whilst primary costs for these treatments are covered by a third party the Centre covers the secondary annual costs of admin support and facilities which amount to £2,000.

Continence Advisory clinic

Continence Advisory Nurse: **Elaine Hambling**

1hr initial assessment or 1/2hr appointments available on the second Wednesday of each month to clients with MS and other neurological conditions.

Please enquire at reception for appointment availability and bookings.

Spasticity Clinic

Spasticity Consultant: **Mr Angus Graham**

1hr appointments available on the first Monday of each month to clients with MS.

A GP referral is needed for Angus Graham's clinic.

Chatterbox

Organiser: **Angela Ball**

A monthly group that meet at the Centre on different days and chat about whatever is on their minds.

Please enquire at reception for details of next Chatterbox session.

Citizens Advice Bureau

CAB Advisor: **Alisa Winder**

1hr appointments available on the second Tuesday of each month to clients with MS from Bristol, South Glos and North Somerset.

Please enquire at reception for appointment availability and bookings.

MS Nurse Clinic (North Somerset)

MS Nurse: **Anne Aherne**

1/2hr – 1hr appointments available on the second Wednesday of each month to clients with MS living in North Somerset.

Please enquire at reception for appointment availability and bookings.

Outreach exercise class with the North Somerset Branch of the MS Society

The Campus - Weston Super Mare

Senior Physiotherapist : **Julie Kerkin**

2 X 1hr exercise class.

For availability and bookings call:

Janet Smith (NSMSS) on 01934 414543

The services and treatments below are available to registered Centre Users at a reduced rate, given by the therapist in return for free use of the Centre facilities and a donation by that therapist of £2 per used appointment.

Payment for these treatments must be made to the self-employed therapist directly on the day of treatment.

Acupuncture

Therapist: **Sandra Arbelaez** Monday pm / Friday am

Initial assessment: £22

30 minute session £22

Please enquire at reception for appointment availability and bookings.

Reiki

Therapist: **Laura Massebo**

Traditional Usui Reiki: £15

Block booking 10 sessions: £130

Faere Lyte Reiki & Money Reiki Blessing: £5

Block booking of 10 sessions: £35

Please enquire at reception for appointment availability or call **Laura** on 07848 848388

Chiropody

Therapist: **Wendy Manning**

30 minute session: £15

Enquire at reception for appointment availability and bookings.

Aromatherapy or Reflexology

Therapist: **Sarah Friend**

Monday am / Tues am / Thurs am

30 minute session £15

Please enquire at reception for appointment availability and bookings.

Beauty Treatments

Therapist: **Ashley Marks** 1 Friday per month

Treatments include manicures, pedicures, waxing, eyebrow shape, Indian Head Massage, facials.

£5 - 15 per treatment

Please enquire at reception for appointment availability and bookings.

Volunteer Drivers

We have a limited number of volunteer drivers who are able to bring people to the Centre if transport is required.

Charged at 45p per mile for the return journey.

Enquire at reception for appointment availability and bookings.